

ABSTRACT

This invention relates to the art of facilitating the ability for a game of chance player ("casino player" or "player") to handle their own upcoming plans for accommodations and services via the World Wide Web or other Wide Area Network to a casino service provider ("casino") without human intervention or approval by applying a set of rules, conveying information translated into the native language of the patron and approving the transaction according to the casino's house rules for similar established players even if the player has never visited this particular property or company's properties before the trip being planned. An object of the present invention comprises a method and apparatus for providing a potential casino patron (player) with a means to self-service the arrangements directly into the computer systems, hotel management systems, and other reservations apparatus required to process an upcoming set of services at the casino property for the new or returning player. Said system services these players on a wide area network, such as the Internet, and directly controls the process and all related facts surrounding the complete interaction of the process between the clients, the casino and the casinos where the player has been established from prior visits. In other words, potential casino patrons may use this system to plan new trips, with discounted and free amenities despite the fact that they have no prior experience at the casino in question. Furthermore, since the system is designed with multiple languages, the casino patron may self-service in their native language while the system validates their play, forms an audit trail and interacts with staff members at casino destinations independent of the patron's native language. The present implementation supports seven languages including French, English, German, Spanish, Italian, Chinese, and Portugese; however, these seven languages by no means limit the embodiment of this invention.